



Montana Department of Justice  
Motor Vehicle Division

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# Vehicle Registration Renewal Service

## User Manual

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Document Version 1.4

Software Version 4.2

April 2018



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## PURPOSE OF USER MANUAL

The User Manual provides information about how the Montana Department of Justice (DOJ) Motor Vehicle Division (MVD) online Vehicle Registration Renewal (VRR) service functions. The manual outlines step-by-step instructions for how you (a user) renew and pay for a vehicle registration(s), upload supporting documents for fee exemptions and other situations, and print or reprint a receipt ([Figs. 45-49, pgs. 42-44](#)).

## Service Use Requirements

Under state law, all motor vehicles including motor homes; motorcycles and quadricycles; travel trailers; utility trailers; all-terrain vehicles; sailboats over 12 feet in length; motorboats, jet skis and other motorized vessels; and snowmobiles must be registered with the State of Montana. Pickup campers are an exception; they must be titled, but are not registered.

**NOTE:** For a glossary of key definitions, please refer to [Page 39](#).

## Internet-based Service

You can access the online VRR service on a computer, tablet or mobile device with an Internet connection. The service is mobile responsive, displaying correctly on mobile devices, such as smart phones and tablets.

## Browser Requirements

Computers, tablets or mobile devices must use one of the following browsers to access the online VRR service:

- Current version of Google Chrome.
- Current version of Microsoft's browser.
- Current or one version prior to the current version of Mozilla FireFox.

## How to Print

To print or reprint a receipt for an online VRR transaction, you must have a functioning printer connected to a computer, smartphone or tablet via a local, enterprise or Wi-Fi network.

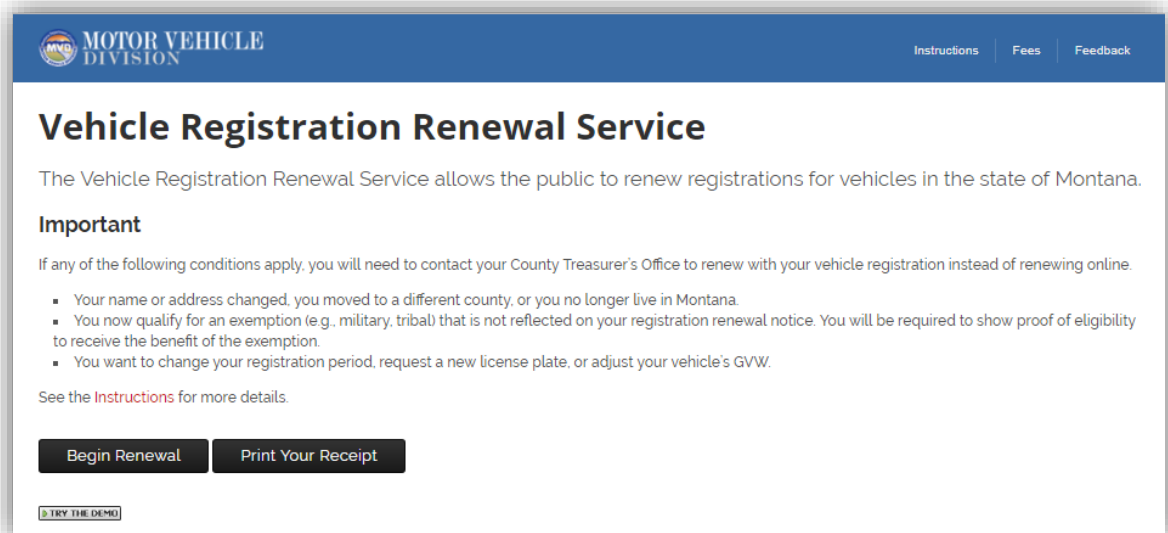
## Points of Contact for Service

NAME	AGENCY	EMAIL	PHONE NUMBER
Help Desk	mt.gov	<a href="mailto:helpdesk@egovmt.com">helpdesk@egovmt.com</a>	406-449-3468, Ext. 0
Service Desk	JITSD	<a href="mailto:DOJServiceDesk@mt.gov">DOJServiceDesk@mt.gov</a>	844-331-4357 or 406-444-3993

## THE HOME PAGE

The following section describes the initial VRR service page, located at <https://app.mt.gov/vrr>. There are several options on the Home page for a Montana citizen who needs to renew and pay for a vehicle registration(s), upload supporting documents for fee exemptions and other situations, and print or reprint a receipt (*Fig. 1*).

- The **Begin Renewal** option directs you to the vehicle criteria page to enter a unique piece of information about a vehicle to find the registration that requires renewal.
- The **Print Your Receipt** option directs you to the vehicle criteria page to enter a unique piece of information about a vehicle to find the receipt that you want to print.
- You can watch an online service demonstration about how the service functions by clicking **Try The Demo**. Information entered on demonstration pages is not saved.
- Other links on the Home page that also appear throughout the service are:
  - **Instructions** for the service.
  - **Fees**, which explains that registration renewal fees are based on the age of the vehicle and are explained in detail on the MVD's [Vehicle Title and Registration page](#).
  - **Feedback**, which displays a form to fill out and submit if you would like to offer feedback about the service.



*Fig. 1*

## HOW TO BEGIN

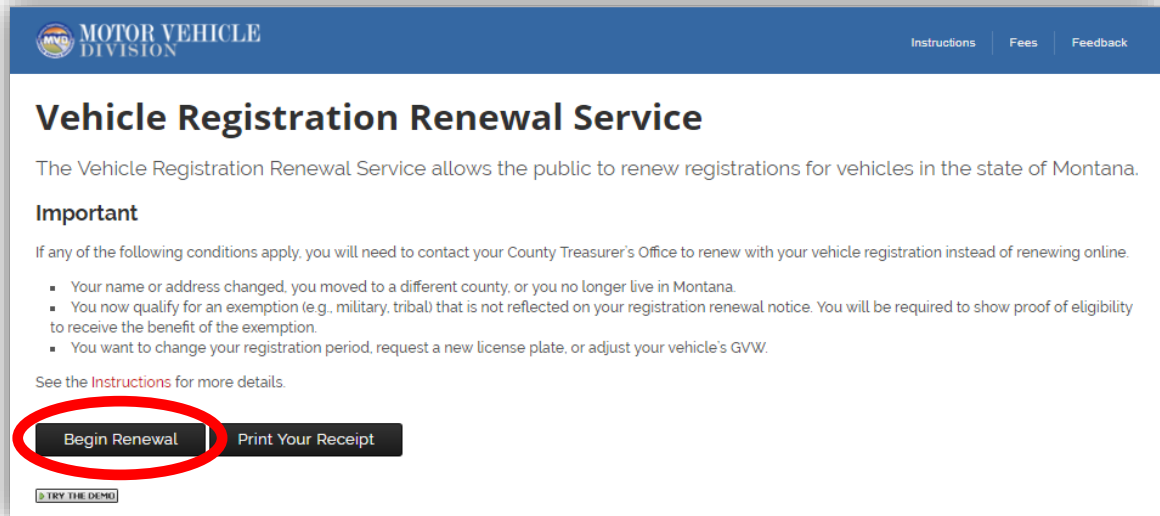
To renew a vehicle registration through the online VRR service, click **Begin Renewal** on the Home page (Fig. 2).

### Enter Vehicle Information

#### Vehicle Criteria

The page displays the Vehicle Criteria page, on which you have three ways to identify the vehicle registration that requires renewal (Fig. 3).

1. Enter one of the following from your current registration paperwork:
  - **Vehicle Number**
  - **Vehicle Identification Number (VIN)**
  - **Title Number**
2. To proceed, click **Continue**.
3. To return to the online VRR service Home page, click **Home**.



**MOTOR VEHICLE DIVISION**

Instructions Fees Feedback

## Vehicle Registration Renewal Service

The Vehicle Registration Renewal Service allows the public to renew registrations for vehicles in the state of Montana.

**Important**

If any of the following conditions apply, you will need to contact your County Treasurer's Office to renew with your vehicle registration instead of renewing online.

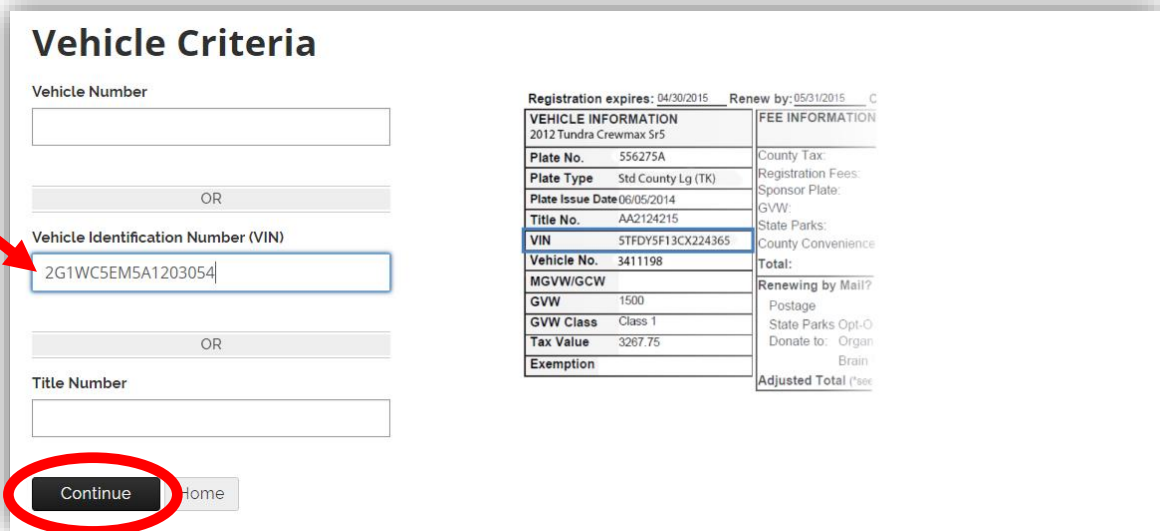
- Your name or address changed, you moved to a different county, or you no longer live in Montana.
- You now qualify for an exemption (e.g., military, tribal) that is not reflected on your registration renewal notice. You will be required to show proof of eligibility to receive the benefit of the exemption.
- You want to change your registration period, request a new license plate, or adjust your vehicle's GVW.

See the [Instructions](#) for more details.

**Begin Renewal** **Print Your Receipt**

[TRY THE DEMO](#)

Fig. 2



## Vehicle Criteria

Vehicle Number

OR

Vehicle Identification Number (VIN)

2G1WC5EM5A1203054

OR

Title Number

**Continue** **Home**

Registration expires: 04/30/2015 Renew by: 05/31/2015 C

VEHICLE INFORMATION		FEE INFORMATION	
2012 Tundra Crewmax 5r5		County Tax:	
Plate No.	556275A	Registration Fees:	
Plate Type	Std County Lg (TK)	Sponsor Plate:	
Plate Issue Date	06/05/2014	GVW:	
Title No.	AA2124215	State Parks:	
VIN	5TFDY5F13CX224365	County Convenience	
Vehicle No.	3411198	Total:	
MGVW/GCW		Renewing by Mail?	
GVW	1500	Postage	
GVW Class	Class 1	State Parks Opt-O	
Tax Value	3267.75	Donate to: Organ	
Exemption		Brain	
		Adjusted Total (*see	

Fig. 3

## Vehicle Eligibility

To proceed to the next page, the vehicle registration must be eligible for renewal. Most vehicles are eligible for online renewal one month before their registration expiration date and up to 30 days after the grace period.

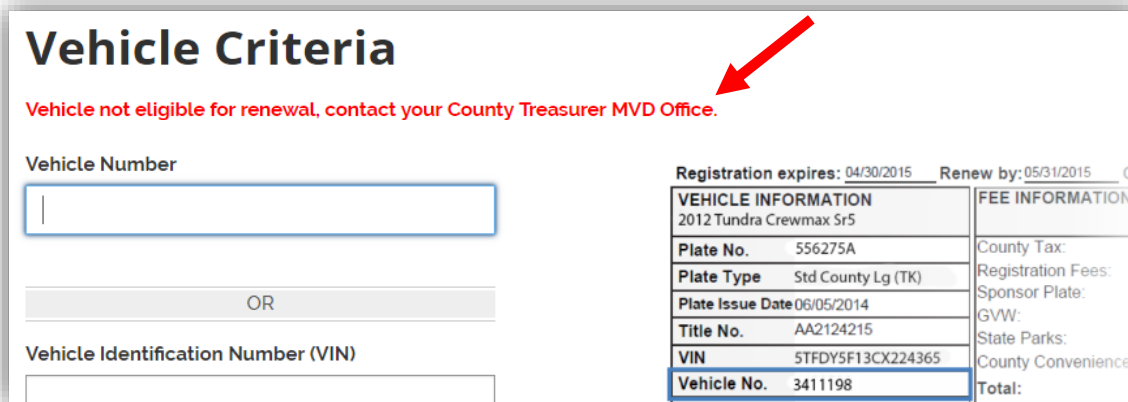
You must renew at your [County Treasurer's Office](#) if:

- You moved to a different county, or you no longer live in Montana.
- You need to change or correct your vehicle information. For example, if you have changed the color of your vehicle or discover an error in the vehicle information on your title or registration.
- You need to change the length of time for which you register your vehicle. For further information on renewal period options for various vehicle types, please refer to the [Vehicle Title and Registration page](#).
- You need to adjust the gross vehicle weight (GVW) your vehicle carries.
- You want to get a different license plate.
- You need to renew a specialty license plate that requires annual recertification (i.e. the Richland County Ambulance Service plate, and some military plates including National Guard and Reserve plates).
- You need to apply for renewal with an exempt status, since this requires that you show the appropriate documentation to validate your exemption from certain fees.

**NOTE:** The grace period, or "renew by" date, ends 30 days after the registration expiration date, which is printed at the top of the renewal notice you receive in the mail.

If the registration is not eligible for a renewal, the page displays one of two error messages (*Figs. 4-5*).

- Vehicle not eligible for renewal.
- Vehicle is not within the time period limits for online registration.



**Vehicle Criteria**

Vehicle not eligible for renewal, contact your County Treasurer MVD Office.

Registration expires: 04/30/2015    Renew by: 05/31/2015    C

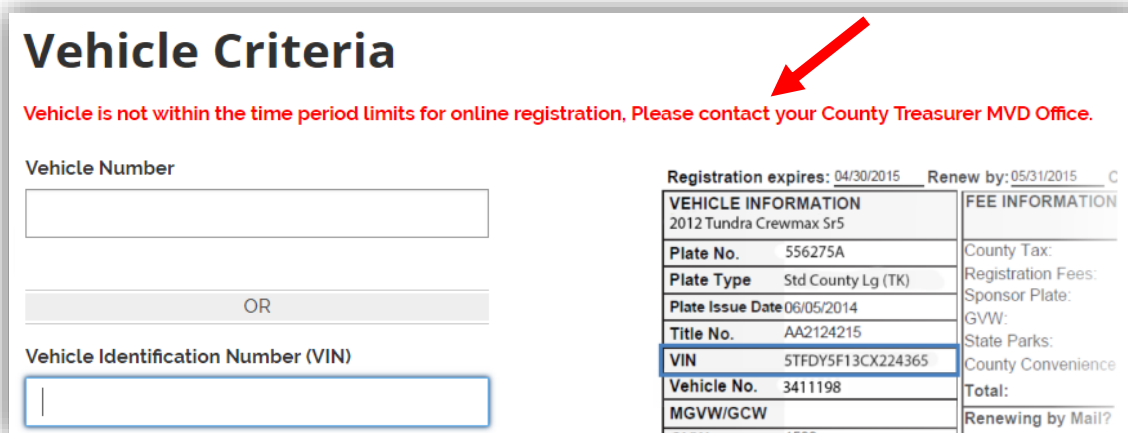
VEHICLE INFORMATION		FEE INFORMATION	
2012 Tundra Crewmax Sr5			
Plate No.	556275A	County Tax:	
Plate Type	Std County Lg (TK)	Registration Fees:	
Plate Issue Date	06/05/2014	Sponsor Plate:	
Title No.	AA2124215	GVW:	
VIN	5TFDY5F13CX224365	State Parks:	
Vehicle No.	3411198	County Convenience	
		Total:	

Vehicle Number

OR

Vehicle Identification Number (VIN)

Fig. 4



**Vehicle Criteria**

Vehicle is not within the time period limits for online registration, Please contact your County Treasurer MVD Office.

Registration expires: 04/30/2015    Renew by: 05/31/2015    C

VEHICLE INFORMATION		FEE INFORMATION	
2012 Tundra Crewmax Sr5			
Plate No.	556275A	County Tax:	
Plate Type	Std County Lg (TK)	Registration Fees:	
Plate Issue Date	06/05/2014	Sponsor Plate:	
Title No.	AA2124215	GVW:	
VIN	5TFDY5F13CX224365	State Parks:	
Vehicle No.	3411198	County Convenience	
MGVW/GCW	1500	Total:	
		Renewing by Mail?	

Vehicle Number

OR

Vehicle Identification Number (VIN)

Fig. 5

## Enter Your Information

### Owner Information

The service displays the Name and Address page (*Fig. 6*).

1. Enter your:
  - **First, Middle** (optional) and **Last Name** as it displayed on your current vehicle registration. Each of the name text boxes has an 80-character limit and allows the following characters: A-Z, upper and lowercase letters, space (not consecutive spaces), dash, apostrophe, dollar sign, exclamation mark, and quote.  
OR
  - **Business/Organization** name as it displayed on your current vehicle registration.  
AND
  - Current **City, State**, and **ZIP code** of your physical address.
2. To proceed, click **Continue**.
3. To return to the online VRR service Home page, click **Home**.

**MOTOR VEHICLE DIVISION** Instructions Fees Feedback

Home / Vehicle Criteria / Name and Address

## Name and Address

### Owner Information

Enter your first name, middle name, last name and suffix in the fields provided. If you are using this service as an agent for a business/organization, use only the Business/Organization field to enter the owner name.

**First Name**  
Jeanne

**Middle Name** *Optional*  
Michon

**Last Name**  
Miller

**Suffix**  
▼

OR

**Business/Organization**

### Address Information

Enter the City, State, and Zip Code of your current street (physical) address below.

**City**  
Stevensville

**State**  
MONTANA ▼

**Zip Code**  
59870  
*(5 digits only)*

**Continue** **Home**

Fig. 6

## Name/Address Verification

The service verifies the name and address.

- If the name/address information you entered does not match the information that the MVD has on file for the vehicle, you will see a message in a pop-up window (Fig. 7).
- If a pop-up window appears, click **Continue**.

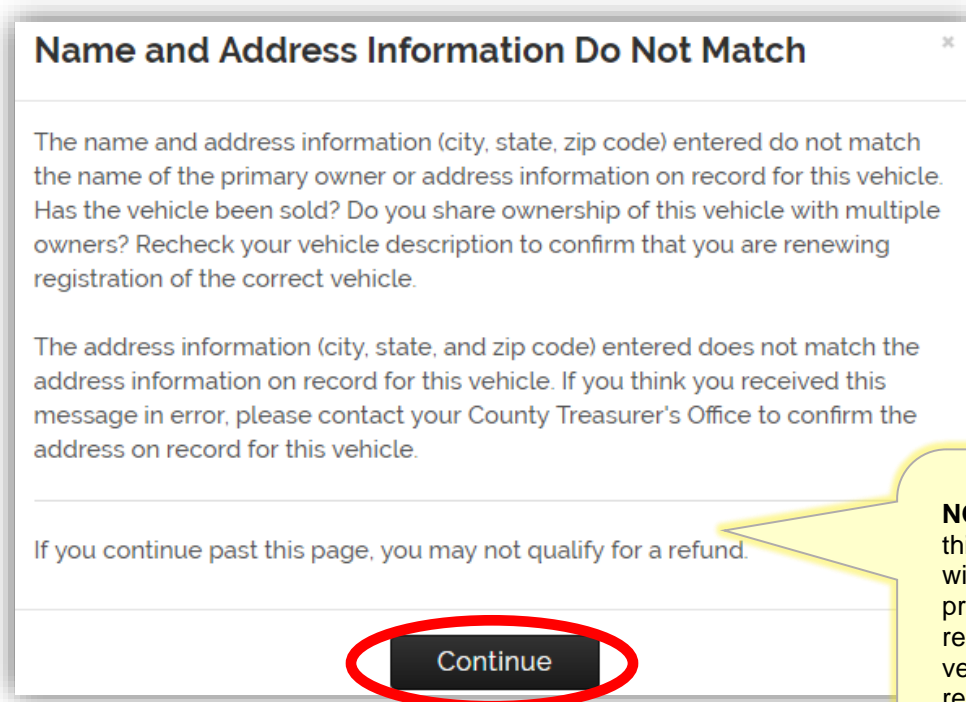


Fig. 7

**NOTE:** Seeing this pop-up window does not prevent you from renewing your vehicle registration.

## Insurance Verification

The service verifies whether the vehicle is covered by insurance.

- If the MVD does not have a record of the vehicle being covered by insurance, you will see a message in a pop-up window (Fig. 8).
- If a pop-up window appears, click **Continue**.

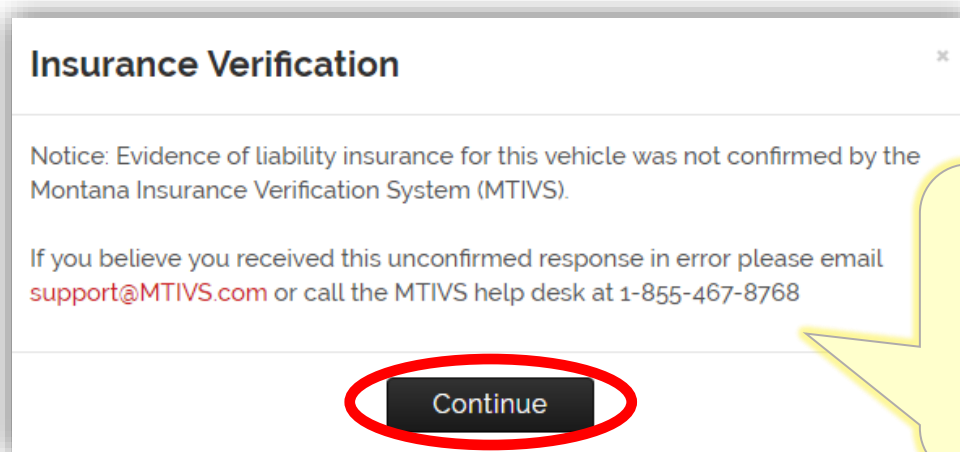


Fig. 8

**NOTE:** Seeing this pop-up window does not prevent you from renewing your vehicle registration.

## Verify Vehicle Information

The service displays the Vehicle Information page.

### Vehicle fields

The page displays the following information about your vehicle and its registration (*Fig. 9*):

- Vehicle Owner Name
- City, State, ZIP
- Registration County
- Year
- Make
- Model
- Color
- Style
- Type
- VIN
- Vehicle Number
- Exemption (\*If there is no fee waiver, the Exemption line is blank; see information at right.)
- Plate Number
- Plate Type
- Registration Expiration Date

**NOTE:** The page also displays an Exemption line\* listing the type of exemption applicable to the vehicle registration. Some motor vehicle registration fees may be waived per Montana law for individuals who purchase military or veteran license plates.

Possible exemptions are:

- Cemetery District
- Charitable Organization
- Developmentally Disabled
- Educational
- Ex-POW
- Federal
- Government (State/County)
- Hospital
- Irrigation District
- Military
- Montana Military
- Potable Water
- Purple Heart
- Tribal
- Veteran
- Surviving Military Spouse

**\*If there is no fee waiver, the Exemption line is blank.**

To apply for a fee waiver, visit

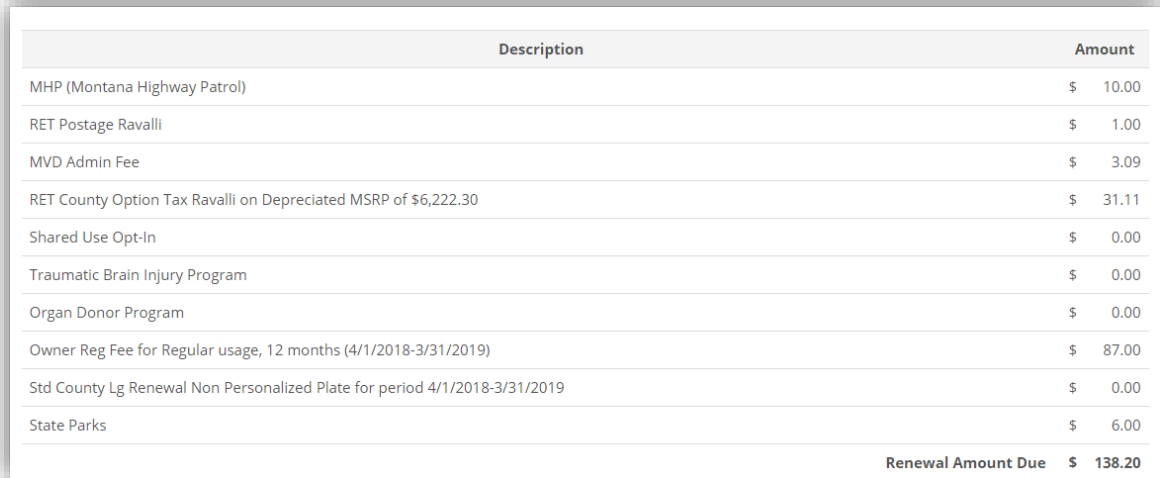
<https://dojmt.gov/driving/military-services>.

Vehicle Owner Name	Jeanne Michon Miller	Type	Passenger
City, State, Zip	Stevensville, MT 598702826	VIN	2G1WC5EM5A1203054
Registration County	Ravalli	Vehicle Number	2725141
Year	2010	Exemption	
Make	Chevrolet	Plate Number	132427H
Model	Impala Ltz	Plate Type	Std County Lg
Color	Gold	Registration Expiration Date	03/31/2018
Style	4D		

Fig. 9

## Cost to Renew Registration

The page displays the itemized costs and the total amount due to renew your vehicle registration (*Fig. 10*):

A screenshot of a web application showing a table of vehicle registration renewal costs. The table has two columns: 'Description' and 'Amount'. It lists various fees such as MHP, RET Postage, MVD Admin Fee, RET County Option Tax, Shared Use Opt-In, Traumatic Brain Injury Program, Organ Donor Program, Owner Reg Fee, Std County Lg Renewal Non Personalized Plate, and State Parks. The total 'Renewal Amount Due' is \$138.20.

Description	Amount
MHP (Montana Highway Patrol)	\$ 10.00
RET Postage Ravalli	\$ 1.00
MVD Admin Fee	\$ 3.09
RET County Option Tax Ravalli on Depreciated MSRP of \$6,222.30	\$ 31.11
Shared Use Opt-In	\$ 0.00
Traumatic Brain Injury Program	\$ 0.00
Organ Donor Program	\$ 0.00
Owner Reg Fee for Regular usage, 12 months (4/1/2018-3/31/2019)	\$ 87.00
Std County Lg Renewal Non Personalized Plate for period 4/1/2018-3/31/2019	\$ 0.00
State Parks	\$ 6.00
<b>Renewal Amount Due</b>	<b>\$ 138.20</b>

*Fig. 10*

## Options

- At the bottom of the page, you can choose whether to donate to the Organ Donor, Brain Injury Awareness, and/or Shared-Use Path Project (*Fig. 11*).
  - If you choose to help organ donor education and support programs, enter a whole-dollar amount in the **Organ Donor** box.
  - If you choose to help traumatic brain injury education and support programs, enter a whole-dollar amount in the **Traumatic Brain Injury** box.
  - If you choose to support maintenance and repair of paths shared by pedestrians and bicycles, select the check box next to **“Yes, I would like to make a donation of \$5.00 to the Shared-Use Path Project.”** In the 2017 Legislative Session, HB225 revised the Montana Footpath and Bicycle Trail Act of 1975 by establishing an optional fee on motor vehicle registrations. The money collected provide funding for the Montana Department of Transportation to manage the maintenance, repair and establishment of shared-use paths including the structures and processes necessary for bicycle and pedestrian safety education. A “shared-use path” means a multiuse path that is separated from motorized vehicular traffic by an open space, pavement markings, or a barrier within a highway right-of-way and that is usable for transportation purposes by pedestrians, runners, bicyclists, skaters, equestrians, and other nonmotorized users. As defined, a sidewalk is not a shared-use path.
- If you do not intend to use the vehicle to visit Montana State Parks and/or Fishing Access Sites, select the check box next to **“Yes, I opt out of paying \$6.00 for State Parks.”**
- If you need to renew the registration for more than one vehicle, click **Add Another Vehicle**. You can renew up to 15 vehicle registrations in a single transaction with no limit on the number of transactions you can submit.
- To return to the Name and Address page, click **Go back**.
- To return to the online VRR service Home page, click **Home**.
- To pay for your vehicle registration renewal, click **Continue**.

**NOTE:** If you enter partial-dollar amount(s), you will see a message requesting only whole-dollar amount(s).

Fig. 11

**NOTE:** If you previously qualified for an exemption for this vehicle's registration, or your registration renewal requires you to upload supporting documents for other situations, you will be prompted to upload documents on the next page.

## Upload Documents

Some motor vehicle registration fees may be waived per Montana law for individuals who purchase military or veteran license plates. If you previously qualified for an exemption for your vehicle's registration, you will be required to submit documents annually. This can be done online through the online VRR service.

You must submit documents annually for the following situations:

### Exemption Documentation

- Charitable Organization
- Educational
- Military
- Montana Military
- Purple Heart
- Surviving Military Spouse
- Tribal Exempt
- Veteran Exempt

**NOTE:** If you are not required to upload supporting documents, please proceed to [Page 16](#) for instructions on how to complete your vehicle registration renewal.

### Tax Documentation

You must submit documents annually showing that the taxes are current for the following vehicles:

- Special Mobile
- Heavy Truck

### Other situations

You must submit documents annually if:

- You are a non-resident working in Montana.
- You are renewing the registration of special mobile equipment.

For more information about acceptable documents, visit [dojmt.gov/required-documents](http://dojmt.gov/required-documents).

### Vehicle fields

If you previously qualified for an exemption for your vehicle's registration, the Vehicle Information section displays the exemption on the Exemption line (*Fig. 12*):

Vehicle Information	
This is the vehicle information on record. Verify that it is correct.	
Vehicle Owner Name	JP Morgan Chase Bank NA
City, State, Zip	Fort Worth, TX 761012098
Registration County	Park
Year	2016
Make	Subaru
Model	Forester 2.5i
Color	Gray
Style	UT
Type	Rugged Terrain
VIN	JF2SJAH8GH507624
Vehicle Number	3807600
Exemption	Purple Heart
Plate Number	C6593
Plate Type	Purple Heart Disabled Vet
Registration Expiration Date	03/31/2018

Fig. 12

## Options

1. Choose your payment options per the instructions on [Page 12](#).
2. To proceed, click **Continue** (Fig. 13).

Description	Amount
MHP (Montana Highway Patrol)	\$ 0.00
Military Affairs Cemetery Fee for period 4/1/2018-3/31/2019	\$ 10.00
MVD Admin Fee	\$ 0.30
Purple Heart Disabled Veteran Renewal Non Personalized for period 4/1/2018-3/31/2019	\$ 0.00
RET Postage Park	\$ 1.00
Shared Use Opt-In	\$ 0.00
RET County Option Tax Park on Depreciated MSRP of \$25,915.50	\$ 0.00
Traumatic Brain Injury Program	\$ 0.00
Organ Donor Program	\$ 0.00
Owner Reg Fee for Regular usage, 12 months (4/1/2018-3/31/2019)	\$ 0.00
State Parks	\$ 0.00
<b>Renewal Amount Due</b>	<b>\$ 11.30</b>

### Organ Donor, Brain Injury Awareness, and Shared-Use Path Project

To make a donation of \$1.00 or more to organ donor and traumatic brain injury education and support programs, please enter the amount you would like to donate below.

Organ Donor

Traumatic Brain Injury

\$ 5

\$ 5

To make a donation of \$5.00 to the Shared-Use Path Project please click the box below:

☒ Yes, I would like to make a donation of \$5.00 to the Shared-Use Path Project.

### State Park Fee

If you do not intend to use this vehicle to visit Montana State Parks and/or Fishing Access Sites, you may opt out of paying \$6.00 for State Parks by checking the box below. See MCA 61-3-321(19).

☒ Yes, I opt out of paying \$6.00 for State Parks.

Continue

Go back

Home

Fig. 13

## How to Upload Documents

The service displays the Documents Upload page.

1. To see a list of the required documents, select [dojmt.gov/required-documents](http://dojmt.gov/required-documents) (Fig. 14).
2. Drag and drop the first document from your computer into the upload window.  
OR
3. To browse to the document location, click anywhere in the window.
4. If you are required to upload more than one document, repeat Steps 2 or 3.
5. To proceed, click **Continue** (Fig. 15).
6. To complete the registration renewal, please refer to [Page 13](#) for instructions.

**NOTE:** You can upload only .pdf, .jpg, .jpeg, .tif or .tiff file types.

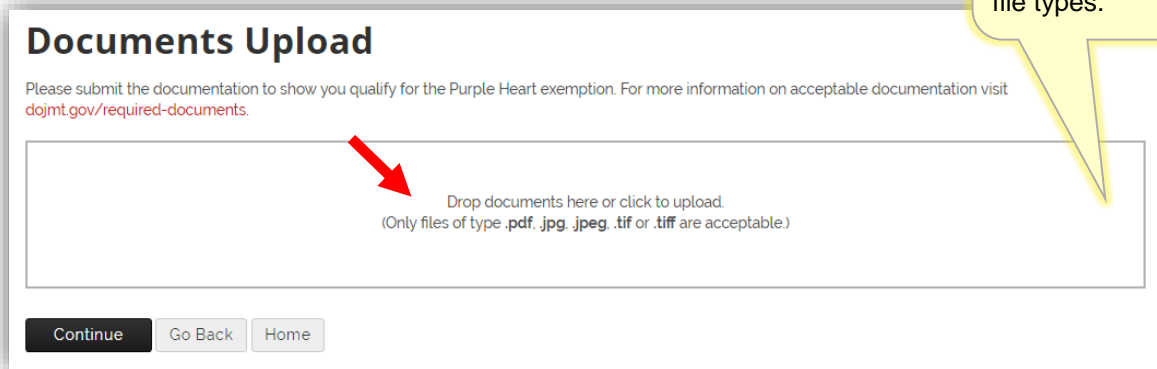


Fig. 14

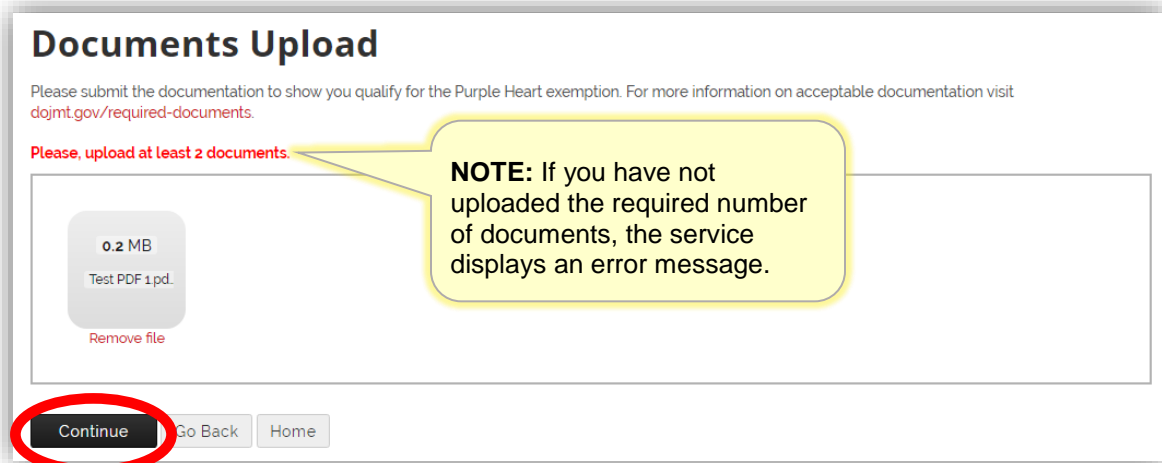


Fig. 15

## Review Transaction

### Renewal List

1. The **Renewal List** page displays (Fig. 16):
  - Information about each vehicle and the renewal amount for each registration in the transaction.
    - To see the itemized costs, select **Show details** in red text underneath each vehicle description.
    - To remove one or more vehicle registrations from the transaction, click **Remove**.
  - The amount due to renew all of the registration(s) on the list.
2. If you need to renew the registration for more than one vehicle, click **Add Another Vehicle**.
3. To return to the Name and Address page, click **Go back**.
4. To return to the online VRR service Home page, click **Home**.
5. To pay for the vehicle registration renewal, click **Continue**.

**MOTOR VEHICLE DIVISION** Instructions Fees Feedback

Home / Vehicle Criteria / Name and Address / Vehicle Information / Renewal List

## Renewal List

The information below summarizes the vehicle registration(s) you are renewing.

Only 15 vehicles can be renewed at once.

Vehicle #1	\$168.20
2010 Gold Chevrolet Impala Ltz <a href="#">Show details</a>	<a href="#">Remove</a> ✕

Renewal Amount Due: **\$168.20**

### Options

- To renew an additional vehicle, select "Add another vehicle."
- To remove a vehicle from the list of renewals, select "Remove."
- To pay the renewal price for the vehicles listed, select "Continue."
- To end the service without renewing the vehicle registrations, select "Home."

[Continue](#) [Add another vehicle](#) [Go back](#) [Home](#)

Fig. 16

## HOW TO PAY

Registration renewal fees are based on the type and age of the vehicle and are explained in detail at <https://dojmt.gov/driving/vehicle-title-and-registration/#generalregistrationinfo>.

You can pay for renewal of vehicle registrations online with a credit/debit card or an electronic check.

### Use Credit/Debit Card

#### Choose Payment Type

1. Review the **Transaction Detail** and **Transaction Summary** sections on the **Payment Type** page (Fig. 17).
2. Select credit card in the **Payment Type** box.
3. To proceed, click **Next**.

**NOTE:** To read instructions about paying with an electronic check:

[CLICK HERE](#)

**MOTOR VEHICLE DIVISION**

1 Payment Type 2 Customer Info 3 Payment Info 4 Submit Payment

#### Transaction Detail

SKU	Description	Unit Price	Quantity	Amount
Fee	MVD Registration Fee	\$132.20	1	\$132.20
Donation	Traumatic Brain	\$20.00	1	\$20.00
Donation	Organ Donor	\$10.00	1	\$10.00
Donation	State Park Fee	\$6.00	1	\$6.00
Total				\$168.20

#### Transaction Summary

MVD Registration Fee	\$132.20
Traumatic Brain	\$20.00
Organ Donor	\$10.00
State Park Fee	\$6.00
<b>Total through mt.gov</b>	<b>\$168.20</b>

#### Payment

Payment Type \*

Credit Card

Next >

Customer Information

Payment Info


Cancel

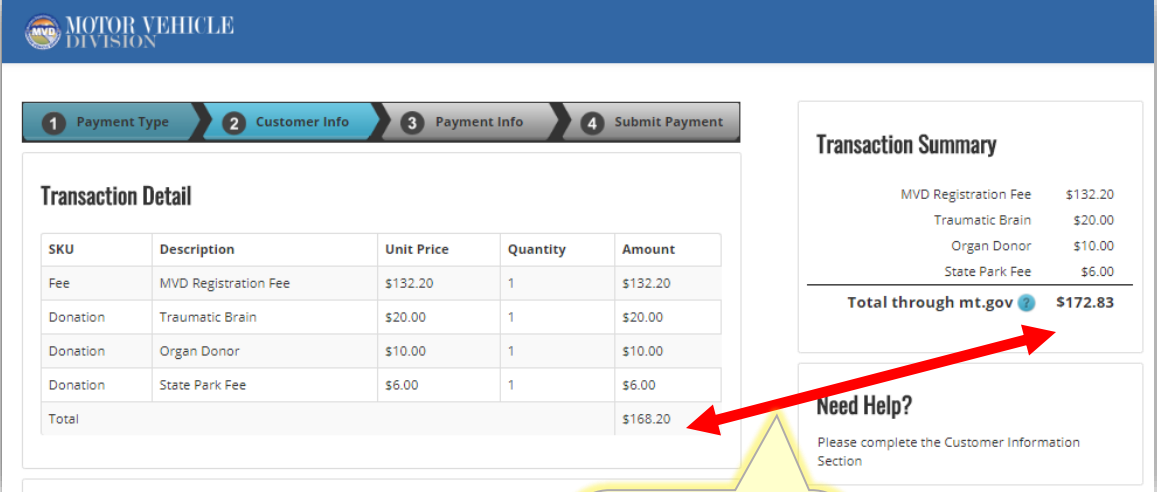
**Need Help?**  
Select Payment Method and Continue to proceed with payment.

**NOTE:** The totals in the Transaction Detail and Transaction Summary boxes are the same until you select the **Payment Type** and click **Next**.

Fig. 17

4. The **Transaction Summary** total updates to include transaction and processing fees (Fig. 18).

- Hover your cursor over the information icon, , next to **Total through mt.gov**, to read a message that states: This online service is provided by a third party working in partnership with the State of Montana. The “Total through mt.gov” amount includes additional charges used to develop, maintain, and enhance the state's official web portal, mt.gov.




**MOTOR VEHICLE DIVISION**

1 Payment Type 2 Customer Info 3 Payment Info 4 Submit Payment

### Transaction Detail

SKU	Description	Unit Price	Quantity	Amount
Fee	MVD Registration Fee	\$132.20	1	\$132.20
Donation	Traumatic Brain	\$20.00	1	\$20.00
Donation	Organ Donor	\$10.00	1	\$10.00
Donation	State Park Fee	\$6.00	1	\$6.00
Total				\$168.20

### Transaction Summary

MVD Registration Fee	\$132.20
Traumatic Brain	\$20.00
Organ Donor	\$10.00
State Park Fee	\$6.00
<b>Total through mt.gov</b> 	<b>\$172.83</b>



### Need Help?

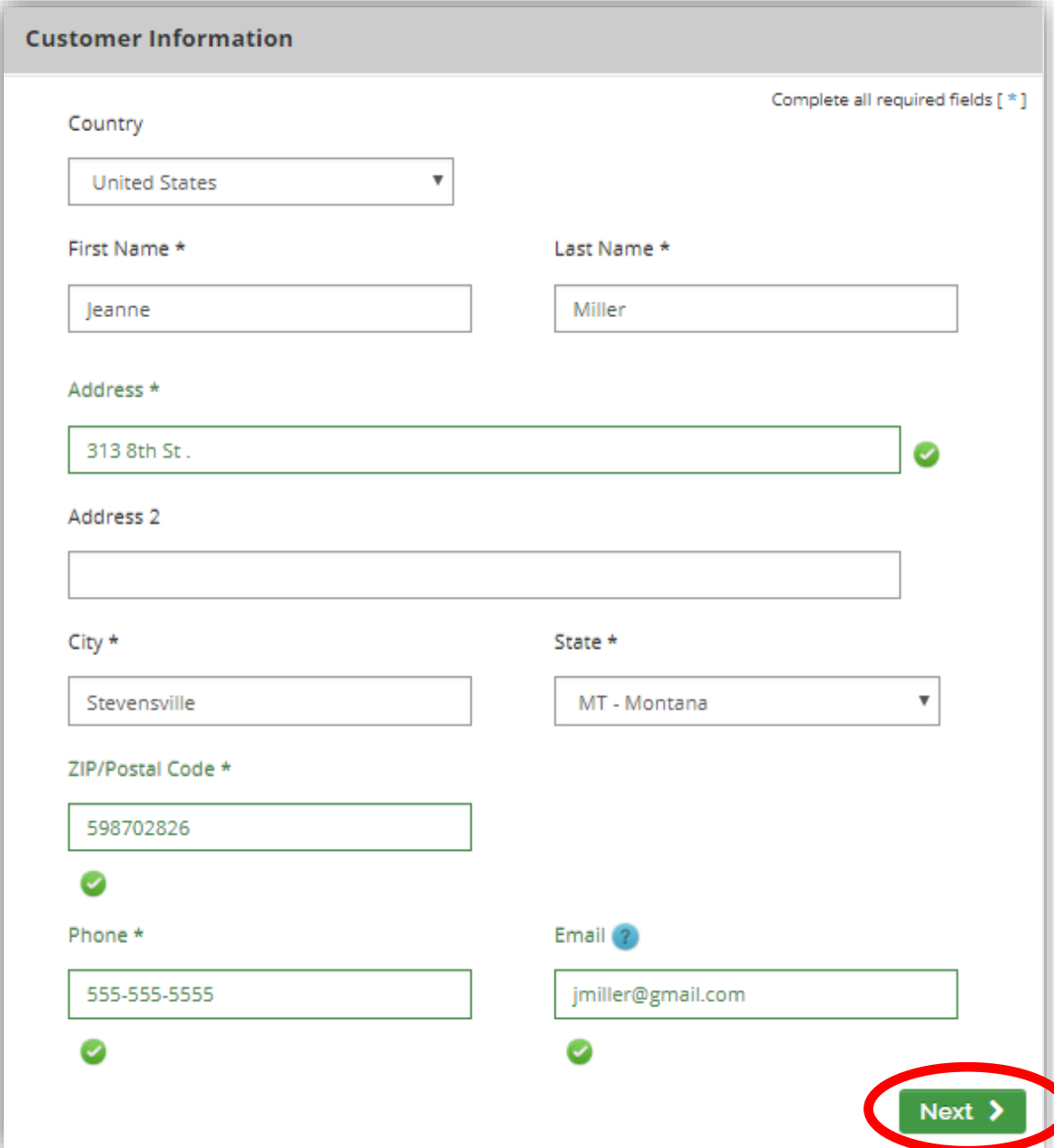
Please complete the Customer Information Section

Fig. 18

**NOTE:** Verify that the totals in the Transaction Detail and Transaction Summary boxes are updated.

## Enter Customer Information

1. Complete the **Customer Information**. Required text boxes are marked with an asterisk (\*) (Fig. 19).
  - Your name populates from prior online VRR service pages.
2. Green checkmarks, , appear to the right of each text box as required fields are filled in.
3. To receive a receipt via email, enter your email address in the text box.
  - Hover your cursor over the information icon, , above the email text box to read a message that states: Your email address will only be used to send an email version of the transaction receipt.
4. To finalize the payment, click **Next**.



**Customer Information** Complete all required fields [\*]

Country  
United States ▼

First Name \*  
Jeanne

Last Name \*  
Miller

Address \*  
313 8th St. ✓


Address 2

City \*  
Stevensville

State \*  
MT - Montana ▼

ZIP/Postal Code \*  
598702826 ✓

Phone \*  
555-555-5555 ✓

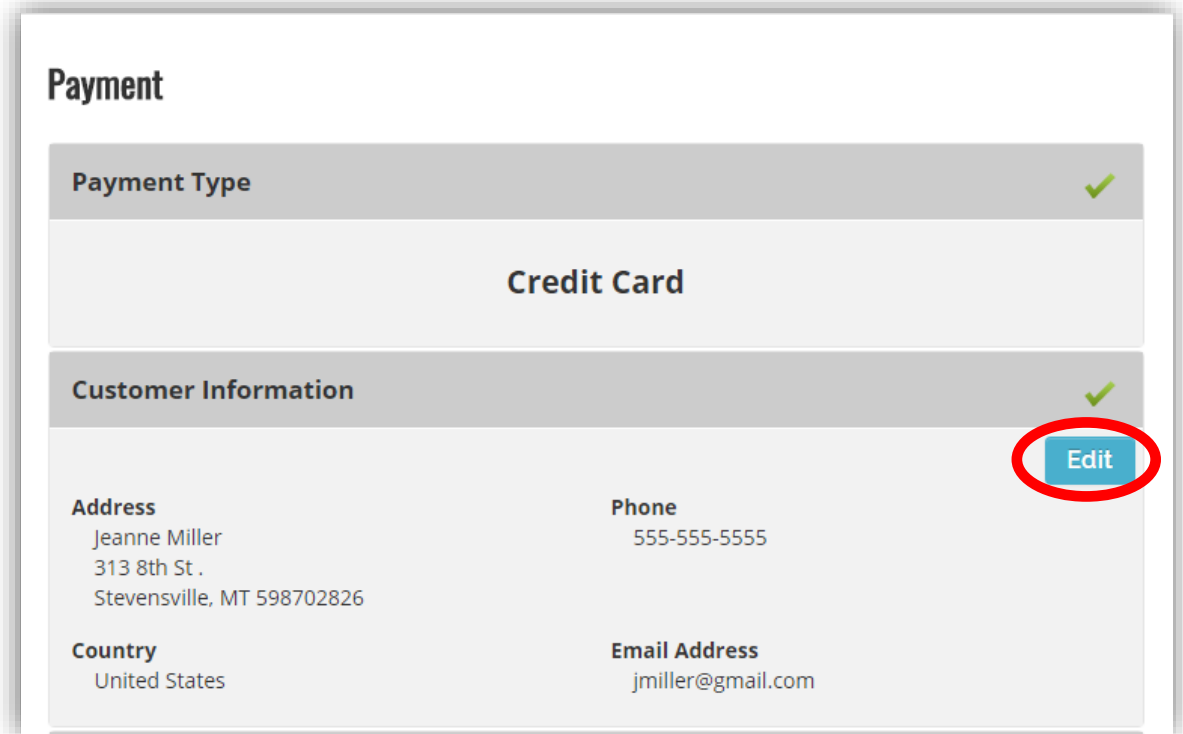
Email   
jmillier@gmail.com ✓

**Next >**

Fig. 19

### Verify Customer Information

You have another chance to verify your contact information on this page. To change any information in the **Customer Information** section, click **Edit** (Fig. 20).



**Payment**

<b>Payment Type</b>	✓
<b>Credit Card</b>	
<b>Customer Information</b>	
✓	
<b>Address</b> Jeanne Miller 313 8th St . Stevensville, MT 598702826	<b>Phone</b> 555-555-5555
<b>Country</b> United States	<b>Email Address</b> jmiller@gmail.com

**Edit**

Fig. 20

## Enter Payment Information

1. Enter your credit/debit card information (*Fig. 21*). Do not include hyphens or spaces in the card number.
2. If the payment address is different than your physical address, uncheck the **Payment Address is the same as Customer Information** box and proceed to *Step 4, Page 22*.
3. If the payment address is the same, click **Next** and proceed to [Step 1, Page 23](#).

**Payment Info**

Complete all required fields [ \* ]

Credit Card Number \*  
373953192351004

Credit Card Type  
MasterCard VISA DISCOVER AMERICAN EXPRESS

Expiration Month \*  
December

Expiration Year \*  
2020

Name on Credit Card \*  
Jeanne M. Miller

☒ Payment Address is the same as Customer Information \*

Next >

Cancel

**NOTE:** The online VRR service accepts MasterCard, Visa, Discover, and American Express cards.

Fig. 21

**Credit Card Number \***  
555555555563444

Invalid Credit Card Number.

Credit Card Type  
MasterCard VISA DISCOVER AMERICAN EXPRESS

Expiration Month \*  
December

Expiration Year \*  
2034

**NOTE:** If the credit/debit card number is entered incorrectly, you will see an error message in red text.

Fig. 22

4. Enter the payment address (*Fig. 23*). Required text boxes are marked with an asterisk (\*).
5. To proceed, click **Next**.
6. To return to the online VRR service Home page, click **Cancel**.

☐ Payment Address is the same as Customer Information \*

Country

United States ▼

First Name \* Last Name \*

Jeanne Miller

Company Name

Address \*

PO Box 4567 ✓

Address 2

City \* State \*

Stevensville MT - Montana ▼

ZIP/Postal Code \*

598704567 ✓

**Next >**

Cancel

*Fig. 23*

### Verify the Customer Information and Payment Info

1. Review the information in the **Customer Information** and **Payment Info** sections (Fig. 24).
2. To fix any errors, click **Edit**.
3. To proceed, click **Submit Payment**.
4. To return to the online VRR service Home page, click **Cancel**.
5. The online VRR service displays a message while the payment is being processed (Fig. 25).

**Customer Information** ✓

**Address**  
Jeanne Miller  
313 8th St.  
Stevensville, MT 598702826

**Phone**  
555-555-5555

**Country**  
United States

**Email Address**  
jmillergmail.com

**Payment Info** ✓

**Credit Card**  
American Express \*\*\*\*1004  
Exp. 12/2020

**Name on Credit Card**  
Jeanne M. Miller

**Address**  
Jeanne Miller  
PO Box 4567  
Stevensville, MT 598704567

**Country**  
United States

**Buttons:** Cancel, Submit Payment

Fig. 24

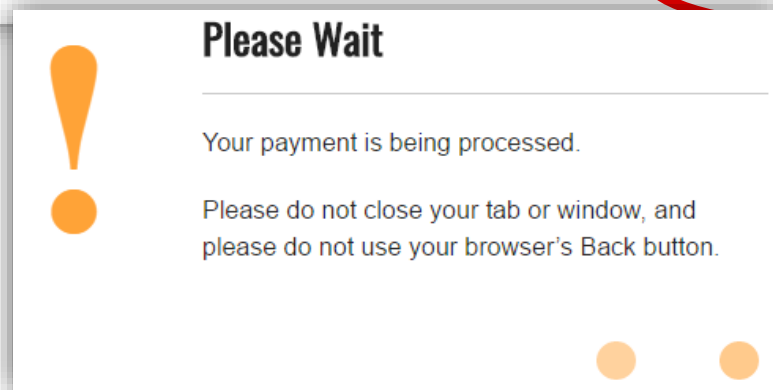


Fig. 25

## Confirmation/Receipt

Once the payment has been processed, the service displays a Receipt page (*Fig. 26*). If you entered an email address on the Customer Information screen (*Fig. 19, pg. 19*) you will receive a receipt via email.

You have successfully renewed your vehicle registration(s). Your county treasurer's office will mail your tabs to you.

The **Receipt** page lists the:

- **Transaction ID:** A unique ID associated with the transaction.
- **Transaction Date:** The date and time when the renewal was submitted.
- **Transaction Total:** The total amount billed to the cardholder's credit/debit card.
- **Payee Name:** The cardholder's name.
- An itemized list of information about each vehicle for which a registration is renewed.
- The total renewal amount paid for each vehicle.

1. To return to the online VRR Home page, click **Home**.

2. To print a receipt, click **Print**.

**Receipt**

You have successfully renewed your vehicle registration(s). Your county treasurer's office will mail your tabs to you. Please print this page for your records.

Transaction ID: vrr201804111205174135469106072  
 Transaction Date: 04/11/2018 12:07:00 PM  
 Transaction Total: \$172.83  
 Payee Name: Jeanne M. Miller

**Summary of Vehicle Information**

The information below confirms the vehicle registration(s) you have renewed.

**Vehicle #1**

Year	2010	VIN	2G1WC5EM5A1203054
Make	Chevrolet	Vehicle Number	2725141
Model	Impala Ltz	Exemption	
Color	Gold	Plate Number	132427H
Style	4D	Plate Type	Std County Lg
Type	Passenger	Registration Expiration Date	03/31/2018

Description	Amount
MHP (Montana Highway Patrol)	\$ 10.00
RET Postage Ravalli	\$ 1.00
MVD Admin Fee	\$ 3.09
RET County Option Tax Ravalli on Depreciated MSRP of \$6,222.30	\$ 31.11
Shared Use Opt-In	\$ 0.00
Traumatic Brain Injury Program	\$ 20.00
Organ Donor Program	\$ 10.00
Owner Reg Fee for Regular usage, 12 months (4/1/2018-3/31/2019)	\$ 87.00
Std County Lg Renewal Non Personalized Plate for period 4/1/2018-3/31/2019	\$ 0.00
State Parks	\$ 6.00
<b>Renewal Amount Paid for Vehicle #1</b>	<b>\$ 168.20</b>

Transaction Total \$ 172.83

This online service is provided by a third party working in partnership with the state of Montana. The "to renew through mt.gov" amount includes funds used to develop, maintain, and enhance the state's official web portal, mt.gov.

Home Print

**NOTE:** The transaction total includes additional charges used to develop, maintain, and enhance the state's official web portal, mt.gov.

Fig. 26

## Use an Electronic Check

### Choose Payment Type

2. Review the **Transaction Detail** and **Transaction Summary** sections on the **Payment Type** page (Fig. 27).
3. Select electronic check in the **Payment Type** box.
4. If you are paying for the transaction with a **FOREIGN** account, an International ACH Transaction ("IAT"), check the box.
  - To read more about international ACH transactions, select **IAT**. A pop-up window displays information about NACHA compliance (Fig. 28, pg. 26).

**NOTE:** To read instructions about paying with a credit/debit card:

**CLICK HERE**

**MOTOR VEHICLE DIVISION**

1 Payment Type 2 Customer Info 3 Payment Info 4 Submit Payment

**Transaction Detail**

SKU	Description	Unit Price	Quantity	Amount
Fee	MVD Registration Fee	\$234.99	1	\$234.99
Donation	State Park Fee	\$6.00	1	\$6.00
Total				\$240.99

**Transaction Summary**

MVD Registration Fee	\$234.99
State Park Fee	\$6.00
<b>Total through mt.gov</b>	<b>\$240.99</b>

**Need Help?**  
Select Payment Method and Continue to proceed with payment.

**Payment**

**Payment Type**

Payment Type \*

Electronic Check

☐ Select if this payment is being funded specifically by a **FOREIGN** source (bank or company), an International ACH Transaction ("IAT").

**Next >**

Customer Information

Payment Info

Cancel

**NOTE:** The totals in the Transaction Detail and Transaction Summary boxes are the same until you select the **Payment Type** and click **Next**.

Fig. 27

5. Close the **What is IAT?** box with the X in the upper right corner (Fig. 28).
6. To proceed, click **Next** (Fig. 27, pg. 25).

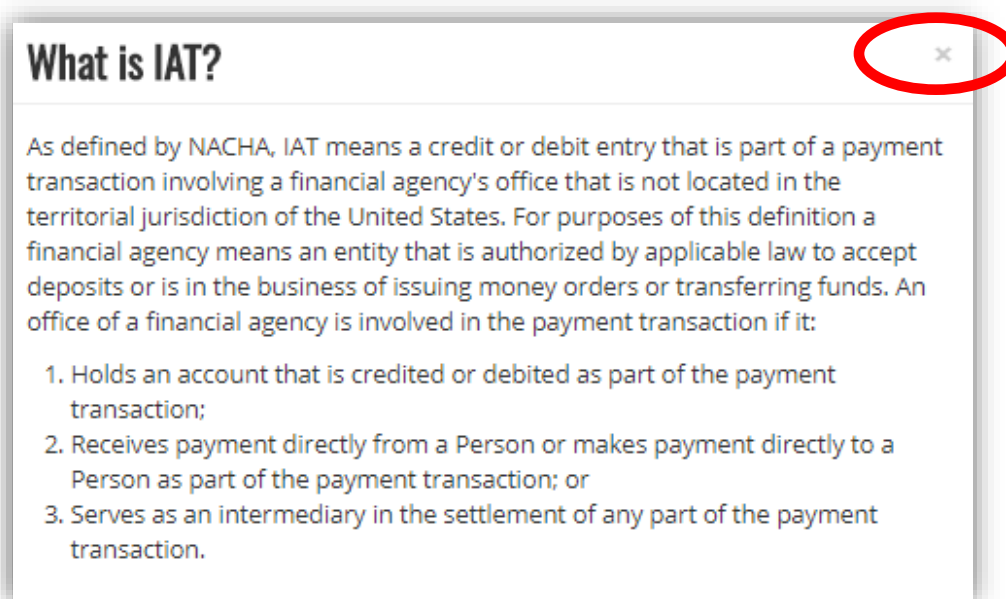



Fig. 28

7. The **Transaction Summary** total updates to include transaction and processing fees (Fig. 29).
  - Hover your cursor over the information icon, , next to the **Total through mt.gov**, to read a message that states: This online service is provided by a third party working in partnership with the State of Montana. The "Total through mt.gov" amount includes additional charges used to develop, maintain, and enhance the state's official web portal, mt.gov.

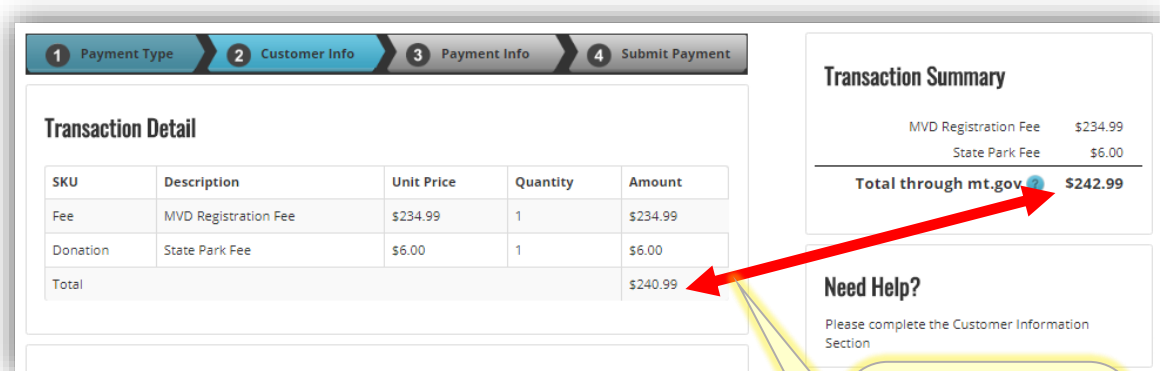


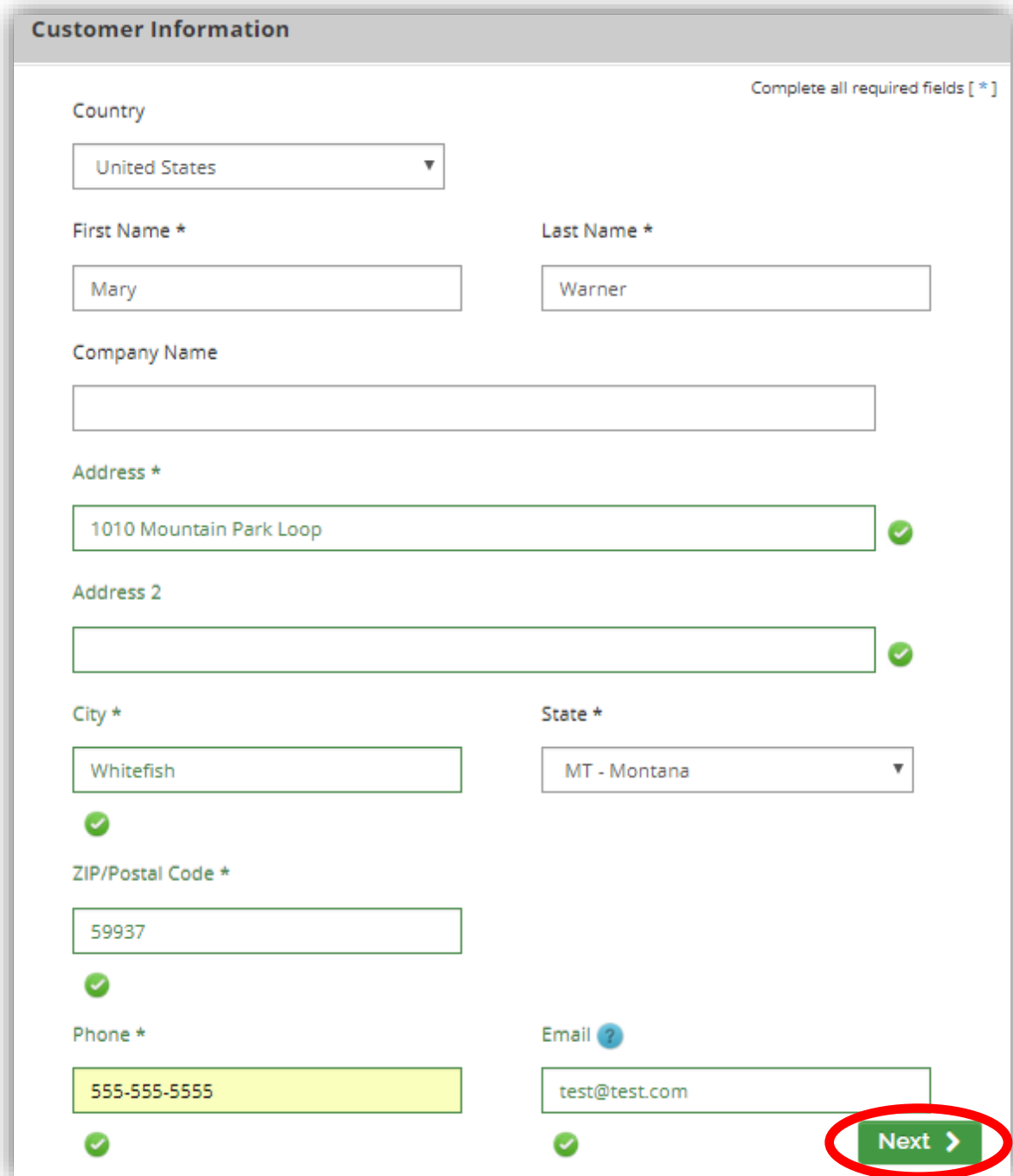


Fig. 29

**NOTE:** Verify that the totals in the Transaction Detail and Transaction Summary boxes are updated.

## Enter Customer Information

1. Complete the **Customer Information**. Required text boxes are marked with an asterisk (\*) (Fig. 30).
  - Your name populates from prior online VRR service pages.
2. Green checkmarks, , appear to the right of each text box as required fields are filled in.
3. To receive a receipt via email, enter your email address in the text box.
  - Hover your cursor over the information icon, , above the email text box to read a message that states: Your email address will be used only to send an email version of the transaction receipt.
4. To finalize the payment, click **Next**.



**Customer Information** Complete all required fields [\*]

Country  
United States ▼

First Name \*  
Mary

Last Name \*  
Warner

Company Name

Address \*  
1010 Mountain Park Loop ✓


Address 2  
✓

City \*  
Whitefish ✓

State \*  
MT - Montana ▼

ZIP/Postal Code \*  
59937 ✓

Phone \*  
555-555-5555 ✓

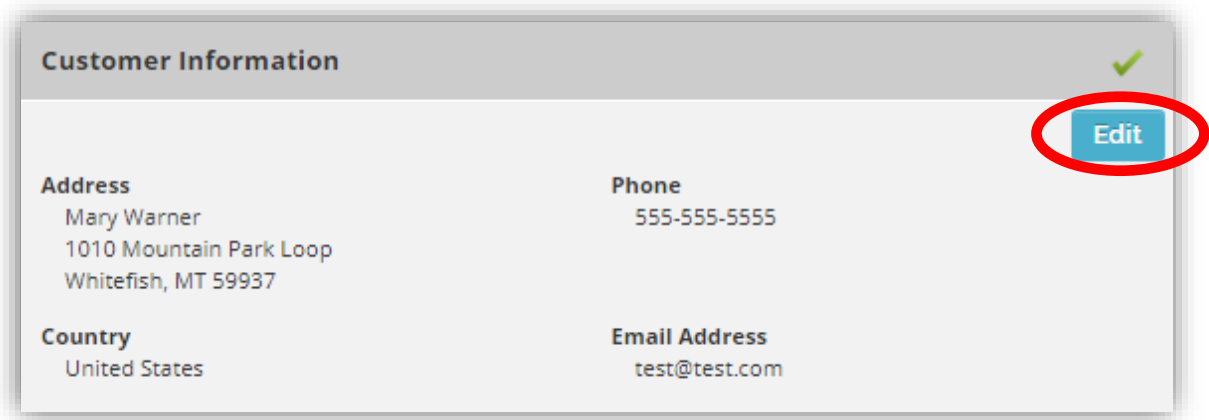
Email   
test@test.com ✓

**Next >**

Fig. 30

### Verify Customer Information

You have another chance to verify your contact information on this page. To change any information in the **Customer Information** section, click **Edit** (Fig. 31).



The screenshot shows a 'Customer Information' form with a grey header bar containing the title and a green checkmark. The form body is white and contains four fields: Address, Phone, Country, and Email Address. The 'Edit' button is a blue rectangle with white text, located in the top right corner of the form, and is circled in red. The data entered in the fields is as follows:

Field	Value
Address	Mary Warner 1010 Mountain Park Loop Whitefish, MT 59937
Phone	555-555-5555
Country	United States
Email Address	test@test.com

Fig. 31

## Enter Payment Information

1. Enter your bank account information (Figs. 32-34).
  - a. Enter the name on the account (Fig. 32).
  - b. If the account is a business account, click **This is a business account** (Fig. 32).
  - c. Enter the bank routing number (Fig. 32). Do not include hyphens or spaces in the number. If the routing number is not a valid bank routing number, the service displays a message in red text (Fig. 33).
  - d. Enter the account number (Fig. 32). Do not include hyphens or spaces in the number.
  - e. Re-enter the account number. If the account numbers do not match, the service displays a message in red text (Fig. 34).
  - f. Select **Checking** or **Savings** (Fig. 32).
2. If the payment address is different than your physical address, uncheck the **Payment Address is the Same as Customer Information** box and proceed to *Step 4, Page 30*.
3. If the payment address is the same, click **Next** (Fig. 32) and proceed to [Step 1, Page 31](#).

**Payment Info**

Name on Account \*

Mary Warner

☐ This is a business account.

Routing Number \*

081000032

✓ BANK OF AMERICA, N.A.

Account Number \*

00349066663

Re-enter Account Number \*

00349066663

✓

☒ Checking ☐ Savings

☒ Payment Address is the same as Customer Information \*

**Next >**

Fig. 32

Routing Number \*

08100003

Invalid Routing Number.  
Bank Name not available.

Pay \_\_\_\_\_

012345678 Routing Number

01234567890 Account Number

Fig. 33

Account Number \*

00349066663

✓

Re-enter Account Number \*

003490666637

Account Numbers do not match.

Fig. 34

4. Enter the payment address (*Fig. 35*). Required text boxes are marked with an asterisk (\*).
5. To proceed, click **Next**.
6. To return to the online VRR service Home page, click **Cancel**.

☐ Payment Address is the same as Customer Information \*

Country  
United States ▼

First Name \*  
Mary

Last Name \*  
Warner

Company Name

Address \*  
P.O. Box 5678 ✓

Address 2  
✓

City \*  
Whitefish

State \*  
MT - Montana ▼

ZIP/Postal Code \*  
59937 ✓

Cancel

Next >

Fig. 35

### Verify the Customer Information and Payment Info

1. Review the information in the **Customer Information** and **Payment Info** sections (Fig. 36).
2. To fix any errors, click **Edit**.
3. Read the Terms and Conditions and check the box to indicate that you authorize this transaction. To proceed, you must scroll to the bottom of the Terms and Conditions.
4. To proceed, click **Submit Payment**.
5. To return to the online VRR service **Home** page, click **Cancel**.

**Customer Information** ✓

**Edit**

**Address**  
Mary Warner  
1010 Mountain Park Loop  
Whitefish, MT 59937

**Phone**  
555-555-5555

**Country**  
United States

**Email Address**  
test@test.com

**Payment Info** ✓

**Edit**

**Electronic Check**  
\*\*\*\*6637

**Name on Account**  
Mary Warner

**Address**  
Mary Warner  
P.O. Box 5678  
Whitefish, MT 59937

**Country**  
United States

**Terms and Conditions** [Open a new window to print](#)

6. For inquiries relating to this electronic debit authorization, including revocation of this authorization, I may contact MT.gov at 406-449-3468.

7. I understand the Originating ID for this transaction is "123456789". Please make sure your banking institution has released any debit blocks (if applicable) for this ID to ensure successful payment.

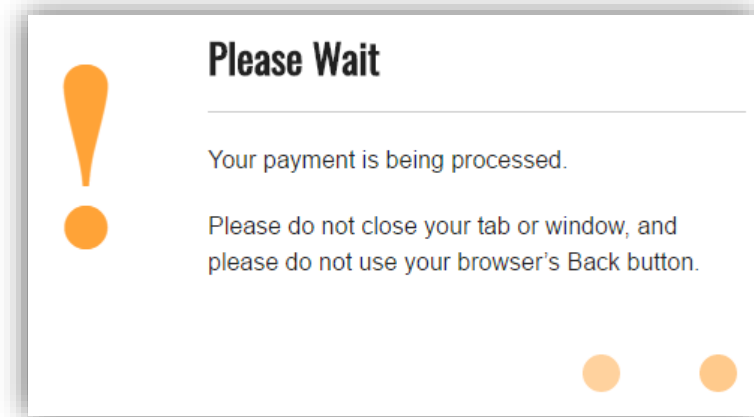
8. I (we) agree that ACH transactions I (we) authorized comply with all applicable NACHA Rules and all applicable US law and the laws governing MT.gov's state.

☒ Yes, I authorize this transaction.

**Cancel** **Submit Payment**

Fig. 36

6. The online VRR service displays a message while the payment is being processed (*Fig. 37*).



*Fig. 37*

## Confirmation/Receipt

Once the payment has been processed, the service displays a Receipt page (*Fig. 38*). If you entered an email address on the Customer Information screen (*Fig. 19, pg. 19*) you will receive a receipt via email.

You have successfully renewed your vehicle registration(s). Your county treasurer's office mails your tabs to you.

The **Receipt** page lists the:

- **Transaction ID:** A unique ID associated with the transaction.
  - **Transaction Date:** The date and time when the renewal was submitted.
  - **Transaction Total:** The total amount billed to the cardholder's credit/debit card.
  - **Payee Name:** The cardholder's name.
  - An itemized list of information about each vehicle for which a registration is renewed.
  - The total renewal amount paid for each vehicle.
1. To return to the online VRR Home page, click **Home**.
  2. To print a receipt, click **Print**.

**Receipt**

You have successfully renewed your vehicle registration(s). Your county treasurer's office will mail your tabs to you. Please print this page for your records.

Transaction ID: vrr201801031225117086052079071  
 Transaction Date: 01/03/2018 12:37:00 PM  
 Transaction Total: \$242.99  
 Payee Name: Mary Warner

**Summary of Vehicle Information**

The information below confirms the vehicle registration(s) you have renewed.

**Vehicle #1**

Year	2015	VIN	4S4B5BNC6F3262996
Make	Subaru	Vehicle Number	3547127
Model	Outback 2.5i Limited	Exemption	
Color	White	Plate Number	730119B
Style	SW	Plate Type	Std County Lg
Type	Passenger	Registration Expiration Date	12/31/2017

Description	Amount
MHP (Montana Highway Patrol)	\$ 10.00
MVD Admin Fee	\$ 6.99
Shared Use Opt-In	\$ 0.00
Traumatic Brain Injury Program	\$ 0.00
Organ Donor Program	\$ 0.00
RET Postage Flathead	\$ 1.00
Owner Reg Fee for Regular usage, 12 months (1/1/2018-12/31/2018)	\$ 217.00
Std County Lg Renewal Non Personalized Plate for period 1/1/2018-12/31/2018	\$ 0.00
RET County Option Tax Flathead on Depreciated MSRP of \$19,131.30	\$ 0.00
State Parks	\$ 6.00
<b>Renewal Amount Paid for Vehicle #1</b>	<b>\$ 240.99</b>

Renewal Amount Paid \$ 240.99

Transaction Total \$ 242.99

This online service is provided by a third party working in partnership with the state of Montana. The "to renew through mt.gov" amount includes funds used to develop, maintain, and enhance the state's official web portal, mt.gov.

**NOTE:** The transaction total includes additional charges used to develop, maintain, and enhance the state's official web portal, mt.gov.

*Fig. 38*

## HOW TO REPRINT A RECEIPT

You can reprint a receipt for a vehicle registration that has been renewed through the online VRR service for 18 months after you have completed the transaction.

To reprint a receipt:

1. Visit the Home page of the online VRR service at <https://app.mt.gov/vrr>.
2. Click **Print Your Receipt** (Fig. 39).

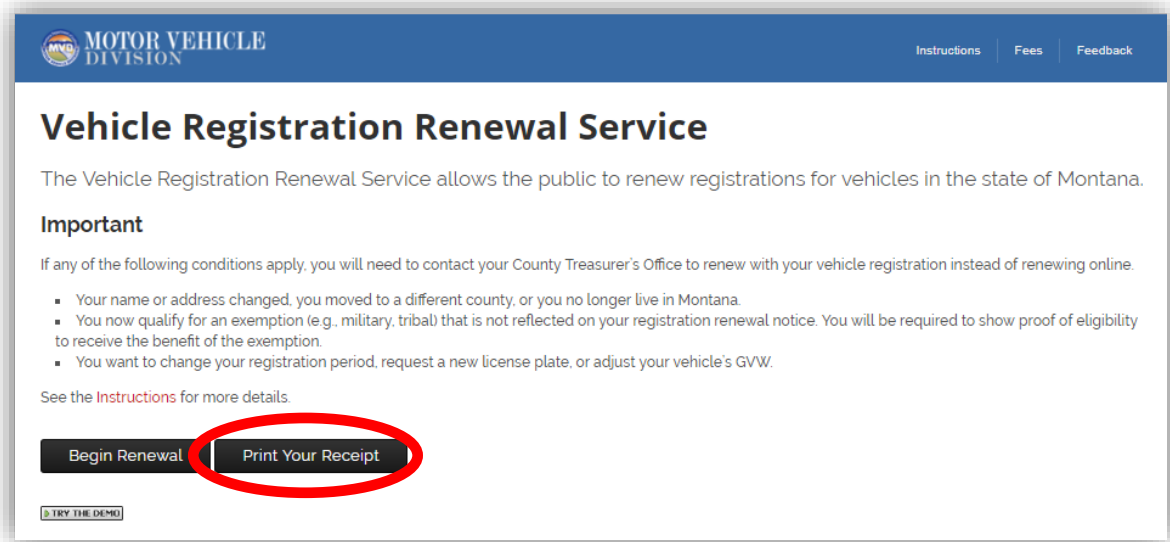


Fig. 39

## Search for the Receipt

### Vehicle Criteria

The service displays the Vehicle Criteria page, on which you have two ways to identify the vehicle registration renewal receipt that you would like to print (*Fig. 40*).

1. Enter one of the following:
  - **Vehicle Number**
  - **Vehicle Identification Number (VIN)**
2. To proceed, click **Continue**.
3. If the vehicle's registration renewal was not completed through the online VRR service within the past year, the service displays a message stating that vehicle cannot be found (*Fig. 41*).
4. To return to the online VRR service Home page, click **Home**.

Registration expires: 04/30/2015 Renew by: 05/31/2015 C

VEHICLE INFORMATION		FEE INFORMATION	
2012 Tundra Crewmax Sr5			
Plate No.	556275A	County Tax:	
Plate Type	Std County Lg (TK)	Registration Fees:	
Plate Issue Date	06/05/2014	Sponsor Plate:	
Title No.	AA2124215	GVW:	
VIN	5TFDY5F13CX224365	State Parks:	
Vehicle No.	3411198	County Convenience	
MGVW/GCW		Total:	
GVW	1500	Renewing by Mail?	
GVW Class	Class 1	Postage	
Tax Value	3267.75	State Parks Opt-O	
Exemption		Donate to: Organ	
		Brain	
		Adjusted Total	

Fig. 40

Vehicle not found.

Registration expires: 04/30/2015 Renew by: 05/31/2015 C

VEHICLE INFORMATION		FEE INFORMATION	
2012 Tundra Crewmax Sr5			
Plate No.	556275A	County Tax:	
Plate Type	Std County Lg (TK)	Registration Fees:	
Plate Issue Date	06/05/2014	Sponsor Plate:	
Title No.	AA2124215	GVW:	
VIN	5TFDY5F13CX224365	State Parks:	
Vehicle No.	3411198	County Convenience	
MGVW/GCW		Total:	
GVW	1500	Renewing by Mail?	
GVW Class	Class 1	Postage	
Tax Value	3267.75	State Parks Opt-O	
Exemption		Donate to: Organ	
		Brain	
		Adjusted Total	

Fig. 41

## Owner Information

The service displays the Name and Address page (*Fig. 42*).

1. Enter the:
  - **First, middle** (optional) and **last name** of the primary owner as it displayed on the current vehicle registration.  
OR
  - **Business/organization** name as it displayed on the current vehicle registration.  
AND
  - Current **city, state**, and **ZIP code** of your physical address.
2. To proceed, click **Continue**.
3. If the name and/or address do not match the vehicle's registration information, the service displays a message and you will not be able to continue (*Fig. 43*).
4. To return to the online VRR service Home page, click **Home**.

**Name and Address**

**Owner Information**

Enter your first name, middle name, last name and suffix in the fields provided. If you are using this service as an agent for a business/organization, use only the Business/Organization field to enter the owner name.

First Name

Middle Name  *Optional*

Last Name

Suffix

OR

Business/Organization

**Address Information**

Enter the City, State, and Zip Code of your current street (physical) address below.

City

State

Zip Code  *(5 digits only)*

**Continue** **Home**

*Fig. 42*

**Name and Address**

**Owner Information**

**The name or address doesn't match.**

Enter your first name, middle name, last name and suffix in the fields provided. If you are using this service as an agent for a business/organization, use only the Business/Organization field to enter the owner name.

*Fig. 43*

## Print the Receipt

1. To print or reprint the desired receipt, click **Print** on the Receipt page (Fig. 44).
2. To return to the online VRR service Home page, click **Home**.

**Receipt**

You have successfully renewed your vehicle registration(s). Your county treasurer's office will mail your tabs to you. Please print this page for your records.

Transaction ID: vrr201804111205174135469106072  
 Transaction Date: 04/11/2018 12:07:00 PM  
 Transaction Total: \$172.83  
 Payee Name: Jeanne M. Miller

[Home](#) [Print](#)

**Summary of Vehicle Information**

The information below confirms the vehicle registration(s) you have renewed.

**Vehicle #1**

Year	2010	VIN	2G1WC5EM5A1203054
Make	Chevrolet	Vehicle Number	2725141
Model	Impala Ltz	Exemption	
Color	Gold	Plate Number	132427H
Style	4D	Plate Type	Std County Lg
Type	Passenger	Registration Expiration Date	03/31/2018

Description	Amount
MHP (Montana Highway Patrol)	\$ 10.00
RET Postage Ravalli	\$ 1.00
MVD Admin Fee	\$ 3.09
RET County Option Tax Ravalli on Depreciated MSRP of \$6,222.30	\$ 31.11
Shared Use Opt-In	\$ 0.00
Traumatic Brain Injury Program	\$ 20.00
Organ Donor Program	\$ 10.00
Owner Reg Fee for Regular usage, 12 months (4/1/2018-3/31/2019)	\$ 87.00
Std County Lg Renewal Non Personalized Plate for period 4/1/2018-3/31/2019	\$ 0.00
State Parks	\$ 6.00
<b>Renewal Amount Paid for Vehicle #1</b>	<b>\$ 168.20</b>

**Renewal Amount Paid \$ 168.20**

**Transaction Total \$ 172.83**

**NOTE:** If the service finds more than one registration renewal for a specific vehicle, the service displays the receipt for the most recent renewal.

Fig. 44

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## HOW TO REQUEST A REFUND

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1. To request a refund, complete Form 40-2300, available online at <https://dojmt.gov/driving/vehicle-title-registration-forms/#other>.
2. Mail or fax the completed form to the address/Fax number on the form.
3. If your refund is approved, the MVD refunds the full amount that you paid, including the additional charges used to develop, maintain, and enhance the state's official web portal, mt.gov.
4. The refund appears as a credit in your credit/debit card or checking or savings account.
5. Depending upon the situation, the MVD may cancel your vehicle registration.

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## GLOSSARY

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**Browser** – Browsers are Desktop, laptop or mobile device software programs used for searching and viewing various kinds of Internet resources such as information on the MVD website.

**DOJ** – The State of Montana Department of Justice (DOJ) is Montana's top law enforcement and legal agency. DOJ maintains public safety, prosecutes criminals, represents the State of Montana in court, registers vehicles, licenses drivers and more.

**End user (user)** – A user is someone who accesses the online VRR service.

**Icon** – A small picture that represents an object or program.

**JITSD** – The Department of Justice Information Technology Services Division provides shared IT services to support the needs of the department.

**MERLIN** – Montana Enhanced Registration and Licensing Information Network is an integrated system that ties all motor vehicle and driver licensing services to common customer accounts.

**MVD** – The DOJ Motor Vehicle Division (MVD) serves and protects Montana citizens by ensuring authentication for credentials, licenses, vehicles titled and accountability of official records. The MVD is comprised of three bureaus: The Driver License Bureau, Operations and Customer Support Bureau, and Vehicle Services Bureau.

**SITSD** – The Montana State Information Technology Services Division (SITSD) provides shared IT services to support the needs of the State and citizens of Montana.

**Title number** – A title number, assigned by the MVD, is found on a Montana motorized vehicle title.

**URL** – A Uniform Resource Locator (URL) is a protocol for specifying addresses on the Internet.

**Vehicle number** – A vehicle number, assigned by the MVD, is found on newer vehicle titles.

**VIN** – A car's vehicle identification number is the identifying code for a specific automobile. The VIN serves as the car's fingerprint, as no two vehicles in operation have the same VIN. A VIN is composed of 17 characters (digits and capital letters) that act as a unique identifier for the vehicle.

**VRR** – The online Vehicle Registration Renewal service allows Montana citizens to renew registrations for motorized vehicles in the State of Montana.

## FAQS

### Questions and Answers

1. **Where do I find my Vehicle Number?** A vehicle number can be found on newer Montana car titles in the **VEHICLE INFORMATION** section of the paper title. It is a unique number assigned to the vehicle by the State of Montana when the buyer first obtains a car title.
2. **I received a message stating the vehicle isn't eligible for a renewal. What do I do?** If the renewal requires additional paperwork or the service is unable to find and verify the vehicle information, you must complete registration at your local county treasurer's office.
3. **What do I do if I receive a message stating my name and/or address do not match?** Verify and re-enter the correct name/address information. If you receive another message stating that the name and/or address still doesn't match, you must complete registration at your local county treasurer's office.
4. **What do I do if I receive a message stating I don't have insurance?** You still can renew the vehicle registration online. Montana Code Annotated 61-6-157 requires that the DOJ establish a motor vehicle insurance verification system capable of confirming that vehicle owners and operators on Montana roadways are in compliance with vehicle liability policy requirements. You can check your insurance status online at [www.mtivs.com](http://www.mtivs.com). If you need further assistance, please contact the MTIVS Help Desk at [support@mtivs.com](mailto:support@mtivs.com) or 855-457-8768.
5. **The vehicle information shown on the page doesn't seem to be my vehicle. What do I do?** Verify and re-enter the correct vehicle information. If you receive another message stating that the vehicle information doesn't match, you must complete registration at a county treasurer's office.
6. **Do I need to donate?** No, you are not required to donate to the Organ Donor, Traumatic Brain Injury or Share-Use Path programs.
7. **What do the donations support?** Montana law allows the MVD to solicit donations of \$1 or more to a) promote awareness and education efforts for procurement of organ and tissue donations in Montana to favorably impact anatomical gifts; and b) to promote education on, support for, and awareness of traumatic brain injury. State law also permits the MVD to establish a \$5 optional fee on motor vehicle registrations to help the Montana Department of Transportation manage the maintenance, repair and establishment of shared-use paths including the structures and processes necessary for bicycle and pedestrian safety education. A "shared-use path" means a multiuse path that is separated from motorized vehicular traffic by an open space, pavement markings, or a barrier within a highway right-of-way and that is usable for transportation purposes by pedestrians, runners, bicyclists, skaters, equestrians, and other nonmotorized users. As defined, a sidewalk is not a shared-use path.
8. **Why would I want to pay the State Parks Fee?** Montana law requires state residents to pay a fee to visit state parks. The \$6 fee is automatically included in the amount due for all light vehicle registrations. If you do not intend to use the vehicle to visit any state parks and/or fishing access sites, you can opt out of paying the fee.
9. **How many vehicles can I renew in one transaction?** You may renew the registration for up to 15 vehicles in one transaction.
10. **What are my payment options?** You may pay for vehicle registration renewals with a MasterCard, Visa Discover or American Express credit/debit card or with an electronic check.
11. **Why is the amount I need to pay more than the renewal amount?** The online VRR service is provided by a third party working in partnership with the State of Montana. The total amount includes additional charges used to develop, maintain, and enhance the state's official web portal, [mt.gov](http://mt.gov).

12. **How do I know I successfully paid for my renewal?** The online VRR service displays a receipt page once your purchase is complete. You may print the receipt for verification.
13. **When can I expect my renewal?** You will receive your registration renewal paperwork in the mail from your local county treasurer's office. For more information, visit <https://dojmt.gov/driving/county-treasurer-motor-vehicle-offices/>.
14. **When will I receive my tabs?** You will receive your license plate tabs in the mail from your local county treasurer's office. For more information, visit <https://dojmt.gov/driving/county-treasurer-motor-vehicle-offices/>.
15. **How do I get a refund?** Complete Form 40-2300 that can be downloaded from <https://dojmt.gov/driving/vehicle-title-registration-forms/#other>. Mail or fax the completed form to the address/Fax number on the form. If approved, the MVD issues the refund. The refund will appear as a credit in your credit/debit card or checking or savings account. Depending upon the situation, the MVD may cancel your vehicle registration.
16. **I have a question. Whom can I ask?** Questions should be directed to the MI Help Desk at 406-449-3468 or [helpdesk@egovmt.com](mailto:helpdesk@egovmt.com).

## PROCESS FLOWS

### Overview of Process Flow

#### Standard Registration

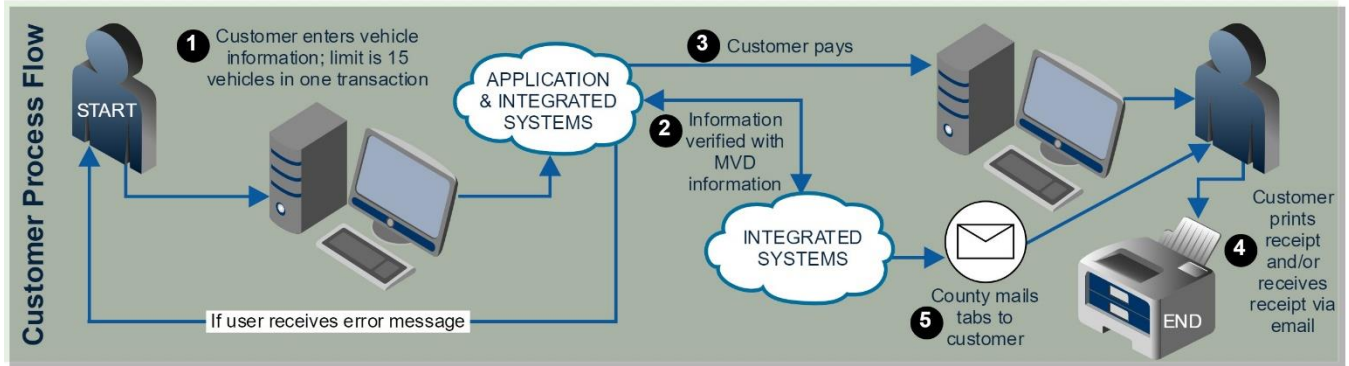


Fig. 45

#### Registration with an Exemption

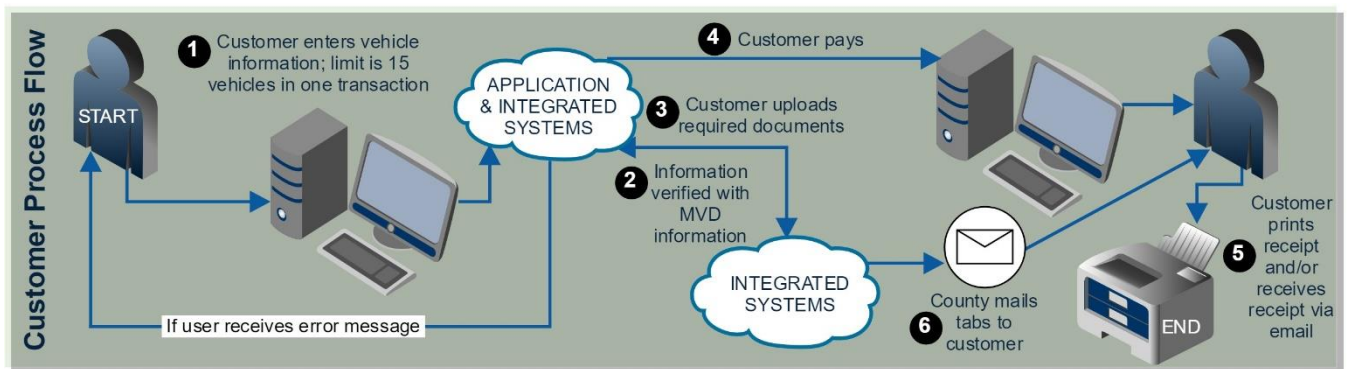


Fig. 46

#### Reprinting a Receipt

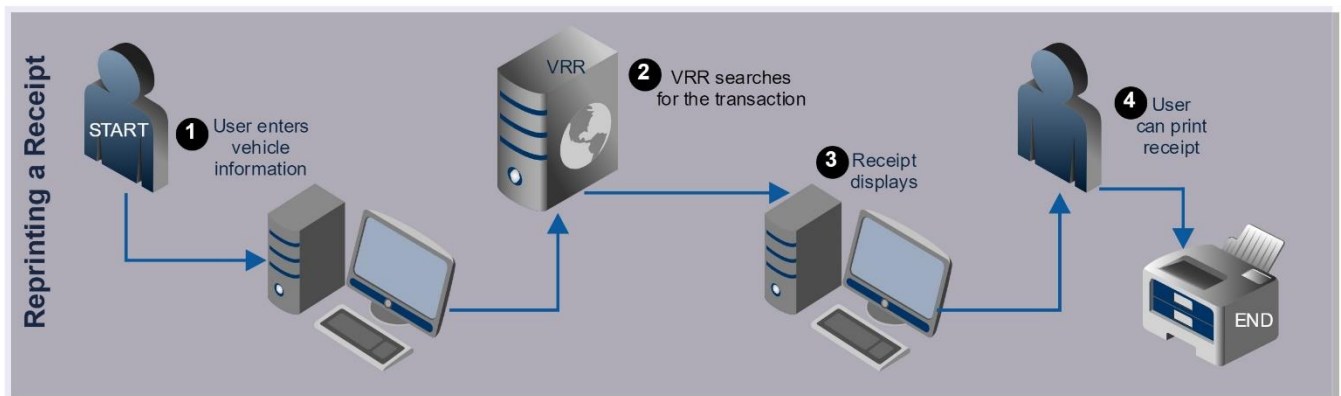


Fig. 47

## Detailed Process Flow Prior to Payment

### Standard Registration

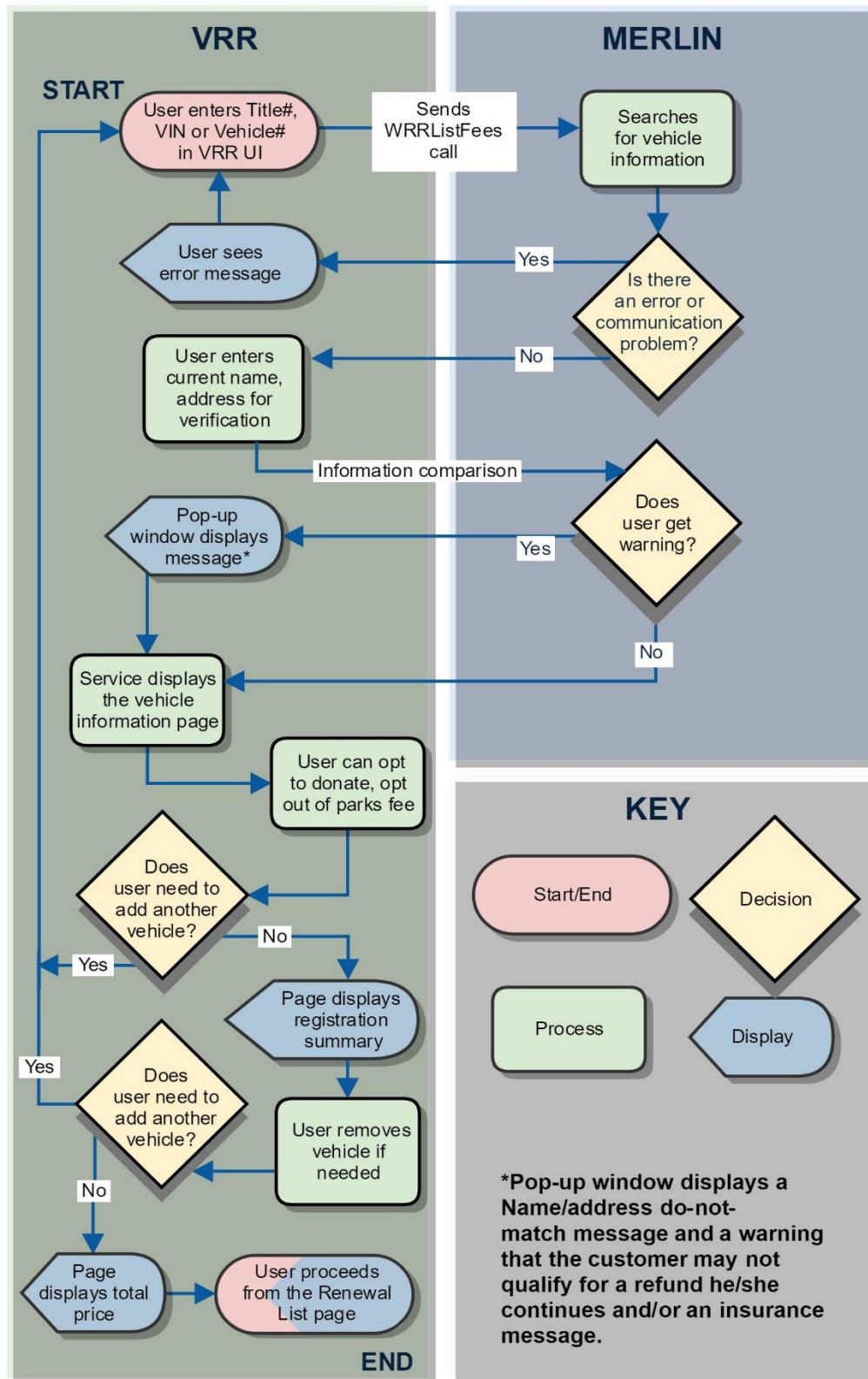


Fig. 48

## Registration with an Exemption

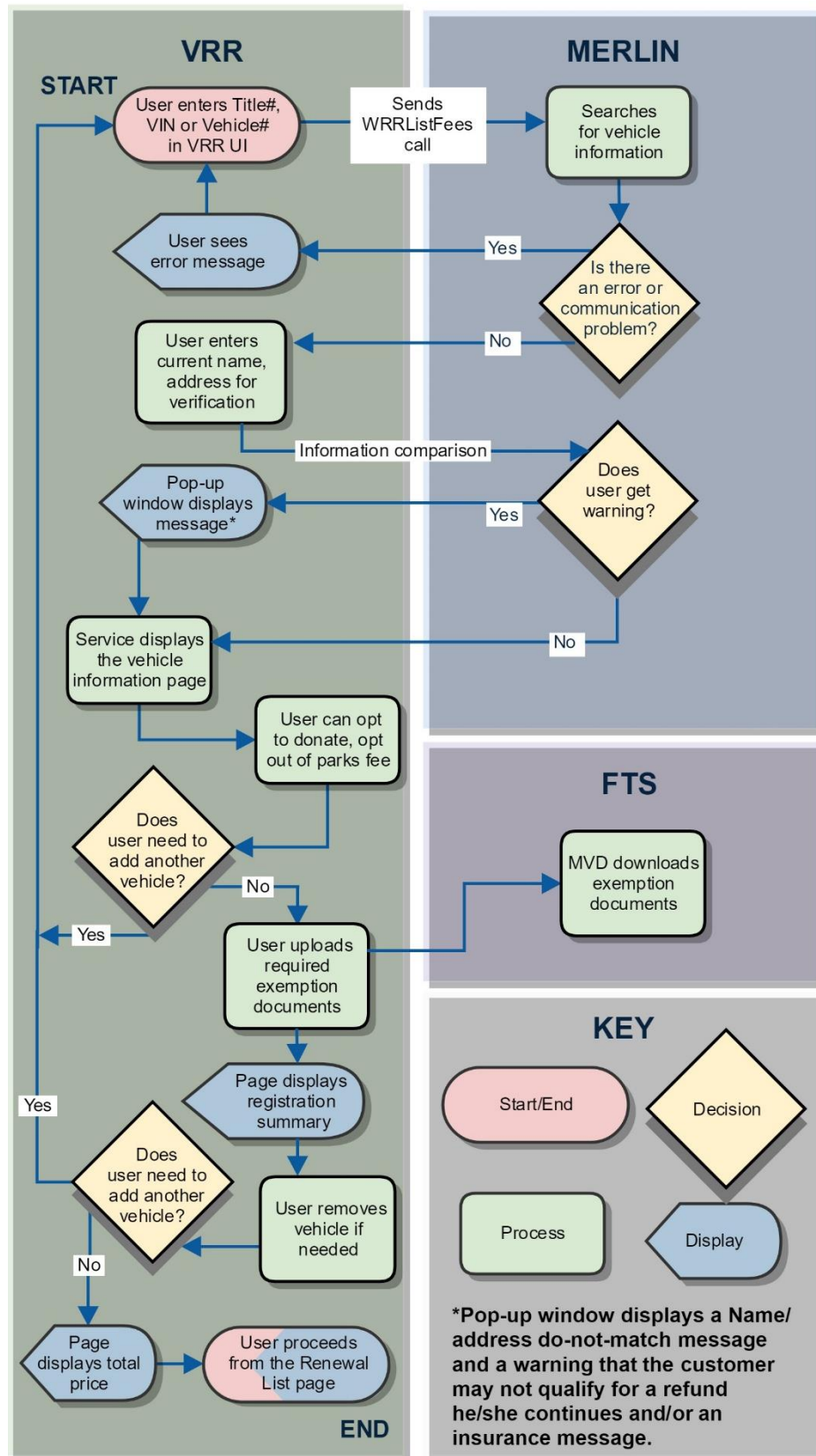


Fig. 49